



Work from Home Toolkit

from the Technology & Innovation Department

Tools for Working from Home

1. Office 365 - Outlook, Word, Excel, PowerPoint, OneNote
2. OneDrive - file storage and sharing
3. Skype for Business - quickly messaging coworkers
4. Webex - video conferencing and screen sharing
5. Cisco Unified Messaging - get your voicemails as emails

Cybersecurity Note

- It is extremely important that you **only use City-authorized tools** as directed when working from home on either your work and/or personal device.
- Use of Google Drive, Gmail, or other non-authorized programs and tools puts City data and records at risk.
- Your work and/or personal device must have updated virus protection and latest operating system patches.
- **Remember, as City employees, we are all responsible for the City's cyber security.**

A nighttime photograph of a city skyline, likely Long Beach, with various buildings and palm trees illuminated. The lights are reflected in a body of water in the foreground. A semi-transparent white banner is overlaid across the middle of the image, containing the text 'Office 365 - Outlook, Word, Excel, PowerPoint, OneNote'.

Office 365 - Outlook, Word, Excel, PowerPoint, OneNote

How should I use Office 365?

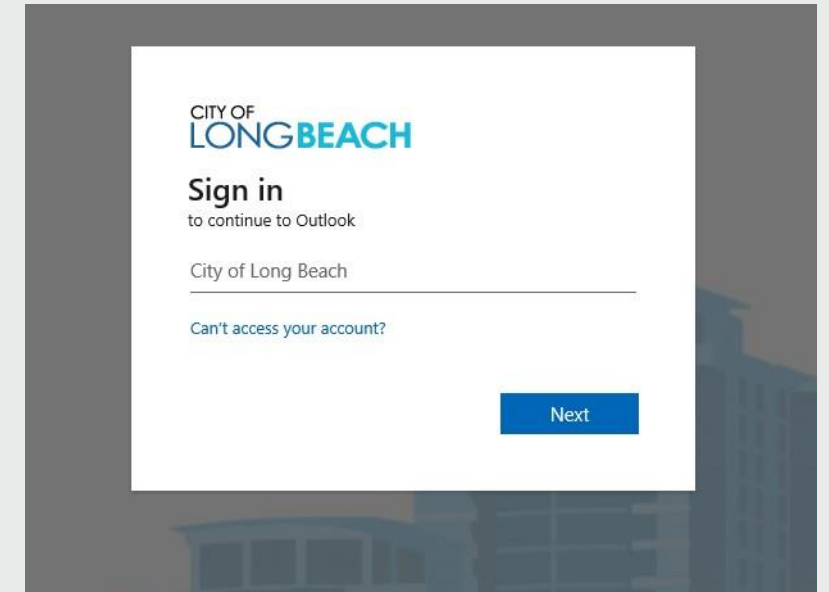
Office 365 is the online version of Microsoft Office!

- You can use Office 365 to access:
 - Outlook - email & calendar
 - Word
 - Excel
 - PowerPoint
 - OneNote
 - OneDrive
- You can access Office 365 from any device with an internet browser even if you are not connected to the City's network.

Office 365 - Access to your Account

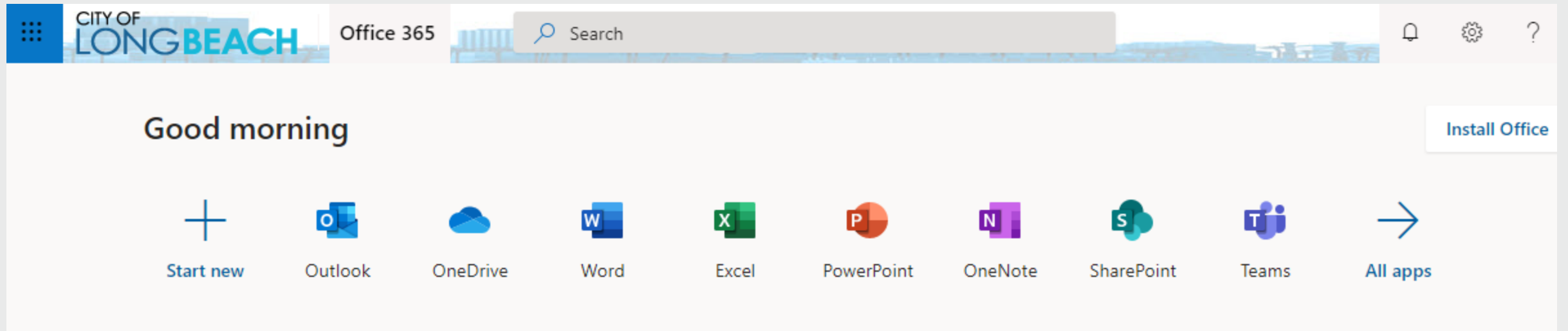
1. Go to: <https://portal.office365.com>
2. Login using your City email credentials:
Username: firstname.lastname@longbeach.gov
Password: your password
3. Look for the City logo in your sign in page. If you don't see the logo when prompted for your password, then its not safe.

Please note that non-management employees who have access to these online tools shall not perform city related work while off duty unless directed and approved by the employee's supervisor in advance.



Office 365 - Viewing Apps

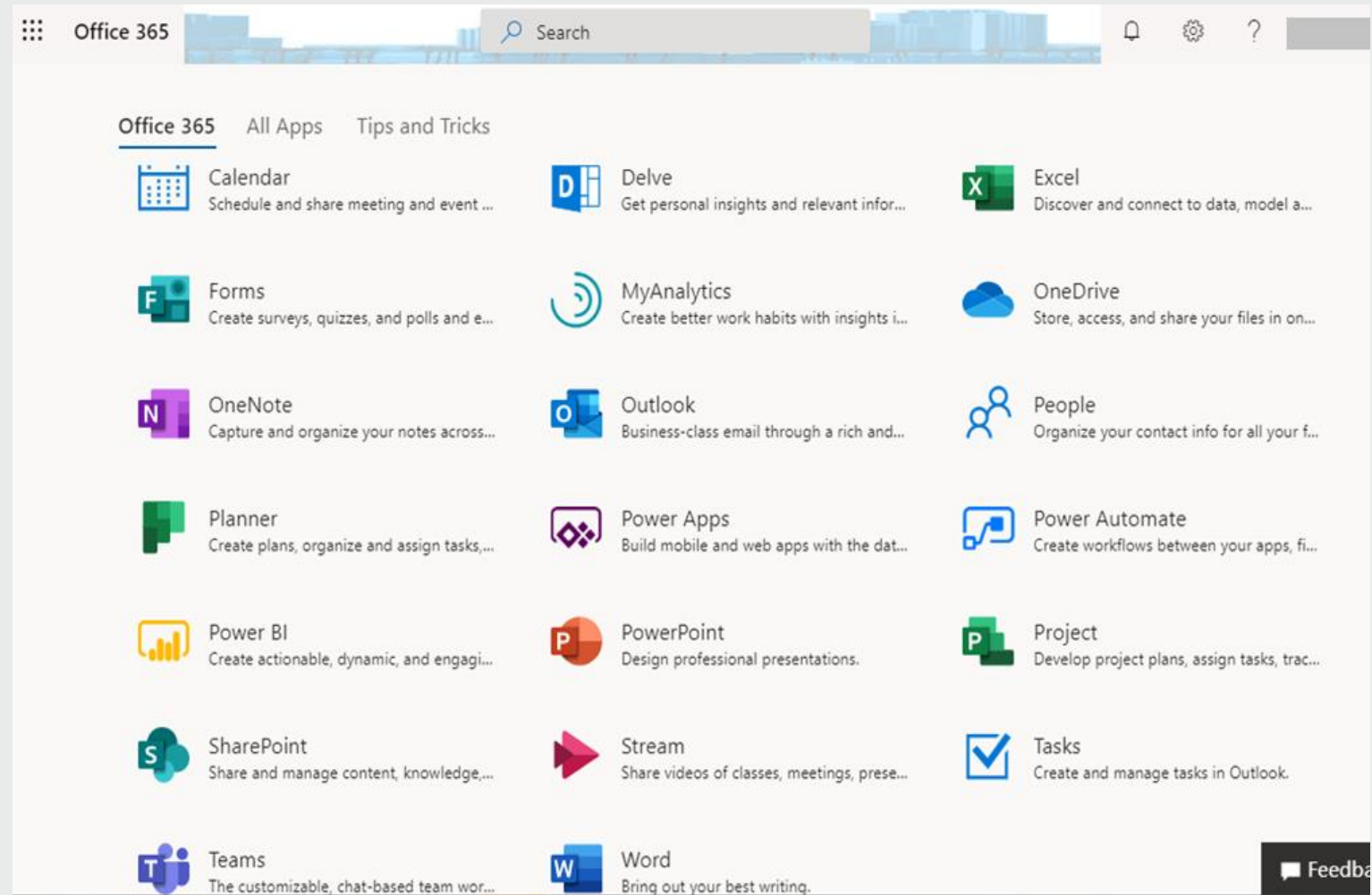
3. From here, you'll be able access familiar Microsoft Office products online.
4. You can check your email, calendar, or open new documents in OneNote, Word, Excel, and PowerPoint.



Office 365 - Viewing Apps

There are also other apps that we do not have full access to yet. Go ahead and play with them or learn more by watching training videos.

TID is planning to roll out some of these, such as Teams, later this year.



Office 365 - Resources

Confused or need more help?

Office 365 training videos and how-to manuals are available here:

<https://support.office.com/office-training-center>



OneDrive

- file sharing and storage

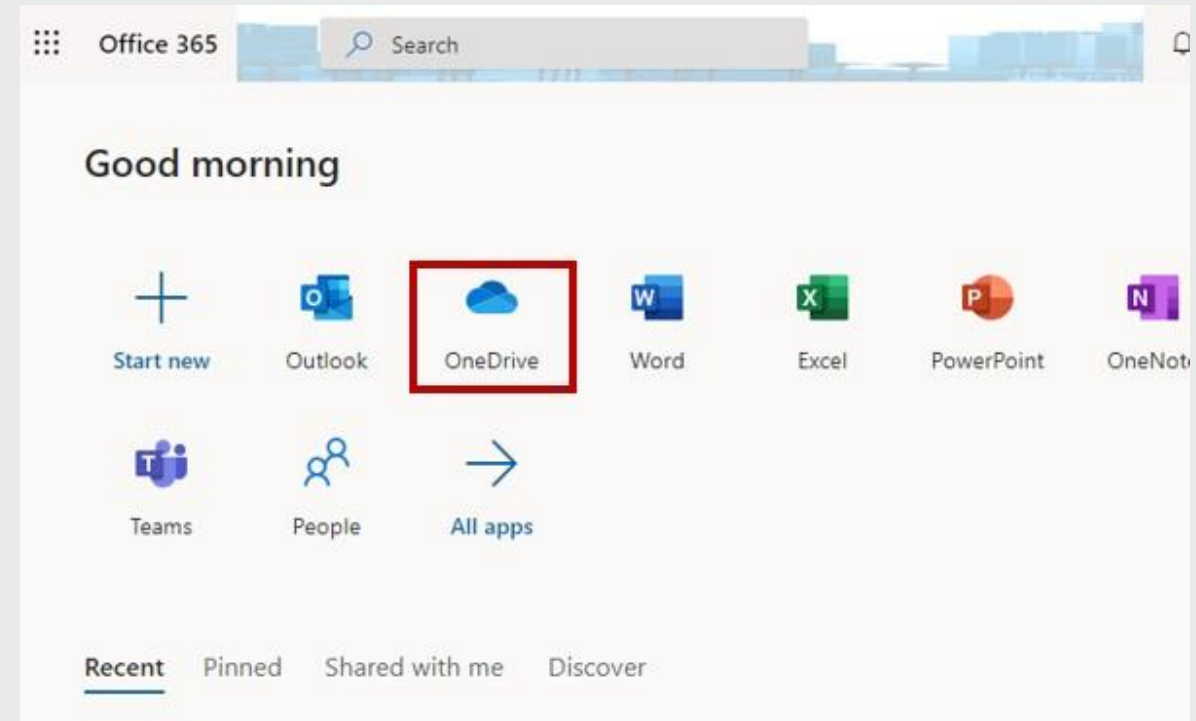
How should I use OneDrive?

OneDrive is like the online version of your personal U: Drive that you can access from any computer!

- You can use OneDrive to create folders and share, store, or create documents like PowerPoint, Excel, and Word.
- If you do not have remote network access to your U: Drive, **please move your recent or critical files** that you need to work from home to OneDrive before you start working remotely.
- Do not move all your U: Drive files at this time (unless designated by Manager)

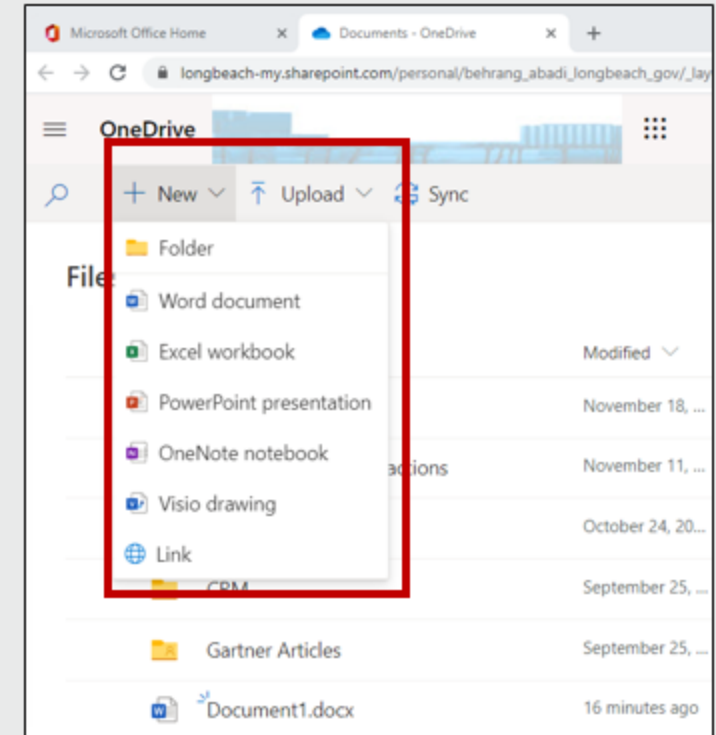
OneDrive - How to Access

1. Login to your Office 365 email.
2. Click on the OneDrive Icon.



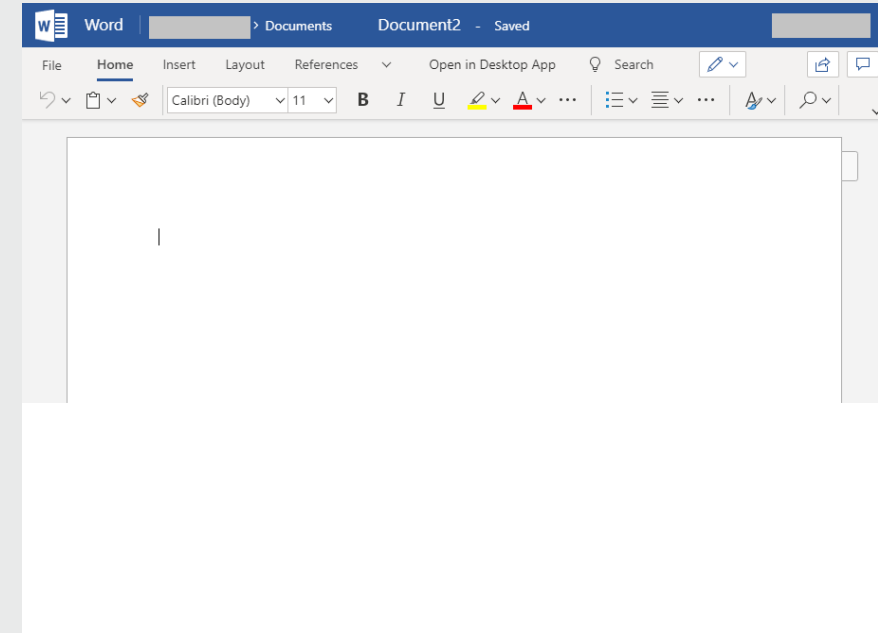
OneDrive - Creating Folders and Files

1. Access OneDrive
2. Click on “+ New” in the menu bar, select "Folder" or the type of document you wish to create.
3. New files will open in the web-based version of the software.
4. Begin working with your file or document as usual.



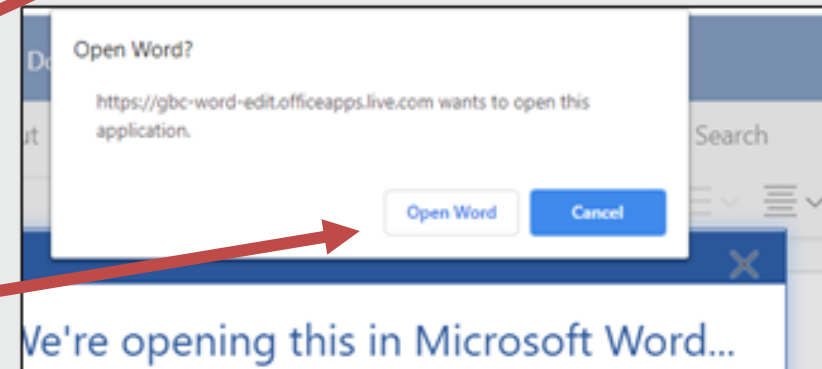
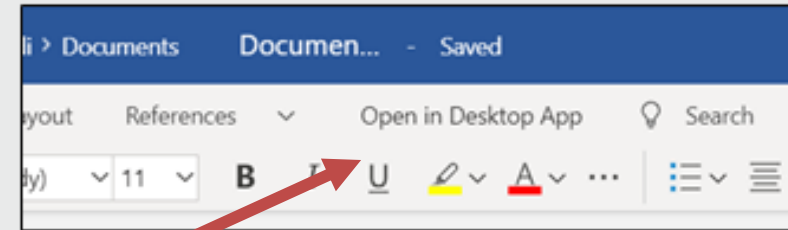
OneDrive - Editing Files in the web browser

1. Access OneDrive
2. Navigate to the file you wish to edit.
3. Click on a file to begin editing it.
 - By default, the web-based version of the application will open in your browser.
4. Changes are saved automatically as you edit your file - you will not need to press the Save button.



OneDrive - Advanced Editing

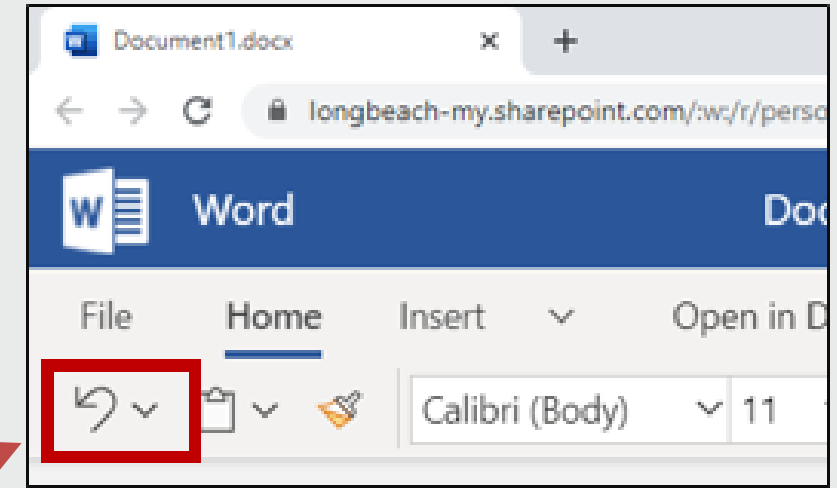
- Web-based editing works well most of the time, but there will be times that you will need to use the full capabilities of the desktop version of an application.
- To do so, your PC or laptop has to have the desktop versions of the applications installed. If you do, follow these steps:
 1. Access OneDrive
 2. Navigate to the file you want to edit.
 3. Launch the file by clicking on it.
 4. Look for the **Open in Desktop App** button on the ribbon menu.
 5. If prompted, select to “Open Word” (or whatever the target application is - in the example to the right, the application is Word).
 6. Modify the document as you would normally.
 7. Remember to save your document.



OneDrive - Saving Changes

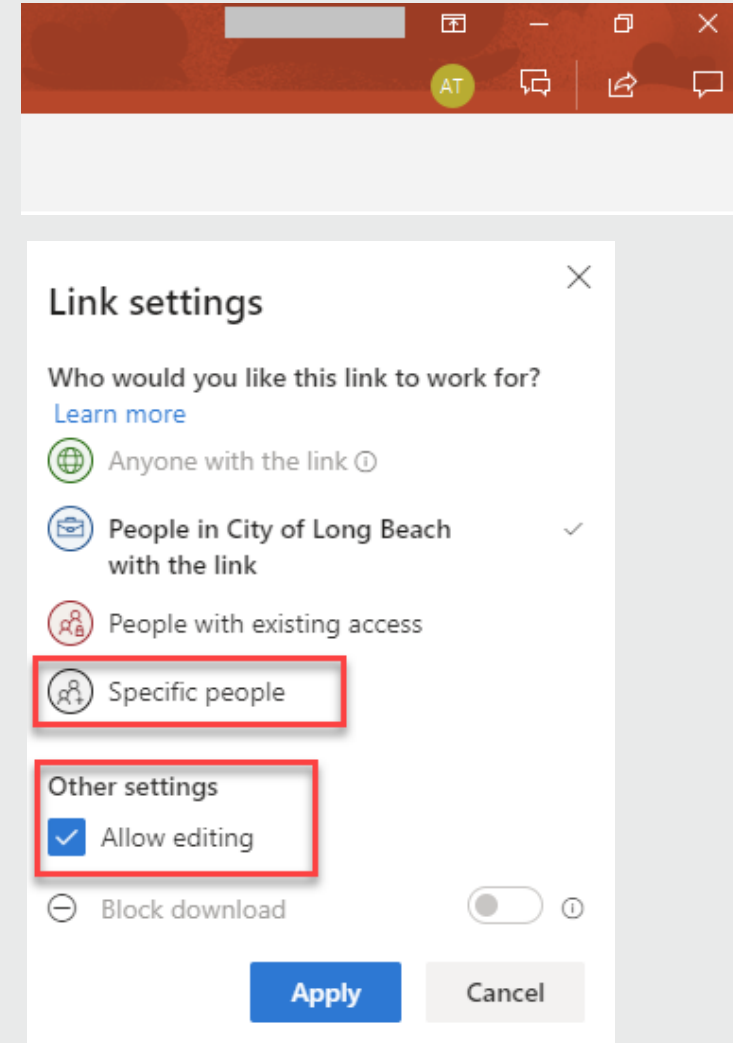
As mentioned previously, edits made to documents or files in OneDrive on your browser (using the web-based version of the Office application) will be saved automatically. This feature is very useful in preventing accidental losses of information.

Undoing Changes: to “undo” a change you made, click “CTRL+Z” on the keyboard or press the Undo button on the ribbon menu.



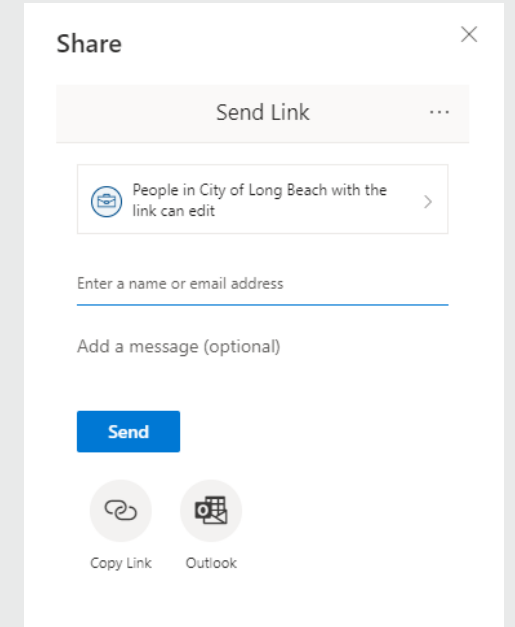
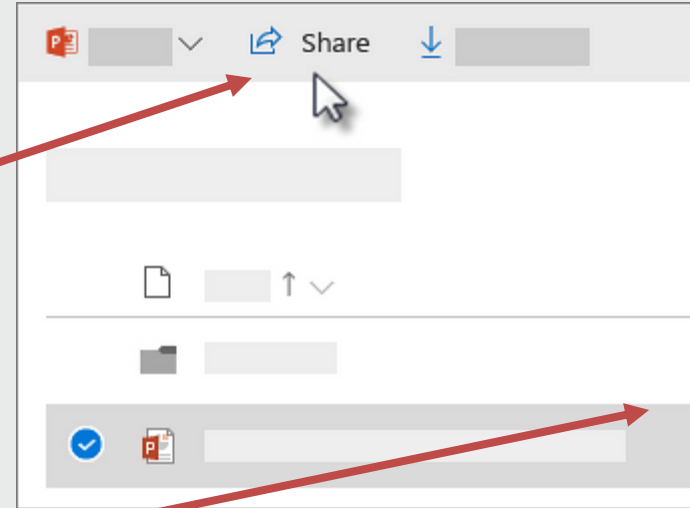
OneDrive - Working Collaboratively

- In OneDrive, you can collaborate simultaneously with your coworkers on the same document/PowerPoint/Excel File. **The document will not lock.**
- You'll be able to see your coworker's initials in a circle in the top righthand corner of each document.
- You can also set your files to “view only” when you share them.



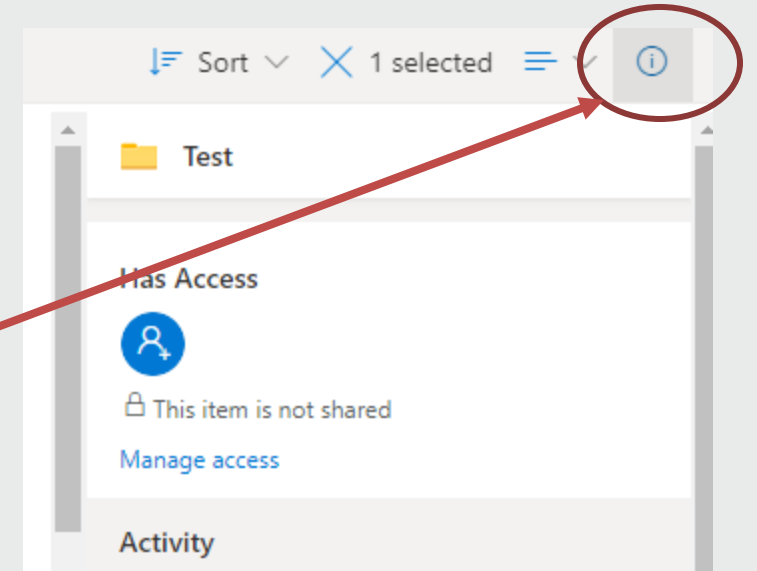
OneDrive - Sharing Documents with other City Employees

1. Access OneDrive and navigate to the file/folder you wish to share.
2. Select **Share** at the top of your document.
3. Enter the name or email address of the City employee you want to share the document with, and press **Send**.



OneDrive - Sharing Documents with outside parties

1. You can give access to folders to outside parties in either the browser or desktop version of OneDrive.
2. Select a document or a folder and on the right side of the screen, select the circle with the i.



OneDrive - Sharing Documents with outside parties

3. Select **Manage Access**.
4. Under “Links Giving Access” select **Specific People**.
5. Type in the email addresses of the people you want to collaborate with.

Manage Access

Links Giving Access ⓘ [Share](#)

Link settings
Test

Who would you like this link to work for?
[Learn more](#)

- Anyone with the link ⓘ
- People in City of Long Beach with the link
- People with existing access
- Specific people** ✓

Other settings

☒ Allow editing

[Apply](#) [Cancel](#)

Send Link
Test

People you specify can edit >

Enter a name or email address

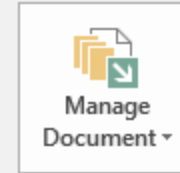
Add a message (optional)

[Send](#)

[Copy Link](#) [Outlook](#)

OneDrive - View Edit History

1. In your document, go to File > Info
2. Select “View Edit History” to see the changes your collaborators have made or to restore previous versions of the file.



Version History

[View and restore previous versions](#)

Confused or need more help?

Please find training videos and how-to manuals here:

https://support.office.com/en-us/article/onedrive-video-training-1f608184-b7e6-43ca-8753-2ff679203132?wt.mc_id=otc_home

A nighttime photograph of a city skyline, likely Long Beach, with various skyscrapers and palm trees illuminated by city lights. The lights are reflected in a body of water in the foreground. A semi-transparent white banner is overlaid across the middle of the image, containing the text.

Skype for Business - quickly messaging coworkers

How should I use Skype for Business?

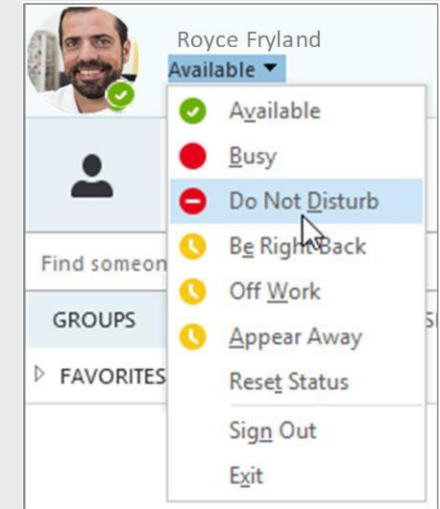
Skype for Business makes it easy to connect and collaborate with coworkers:

- Start instant message conversations.
- See if your contacts are available online.
- Share your screen while instant messaging.

Skype for Business - Getting Started

Accessing Skype for Business

1. If you are using your work computer:
 - The Skype for Business Windows client should already be installed on your work computer, even if you've never used it.
 - Search your desktop for the installed Skype program.
 - When the Skype for Business window appears, sign in with your City email and password.

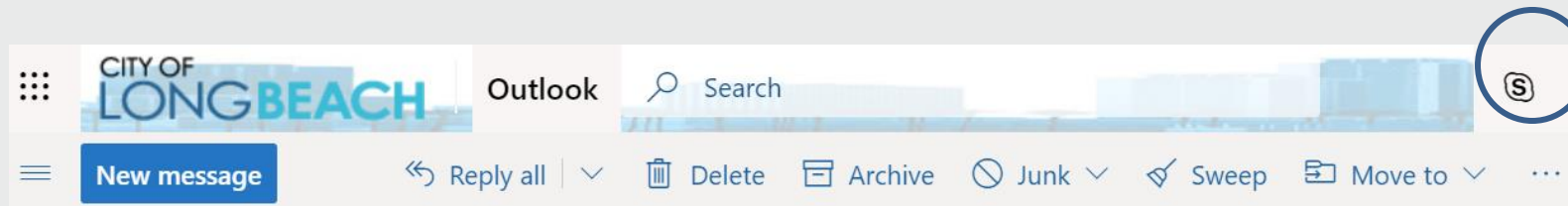
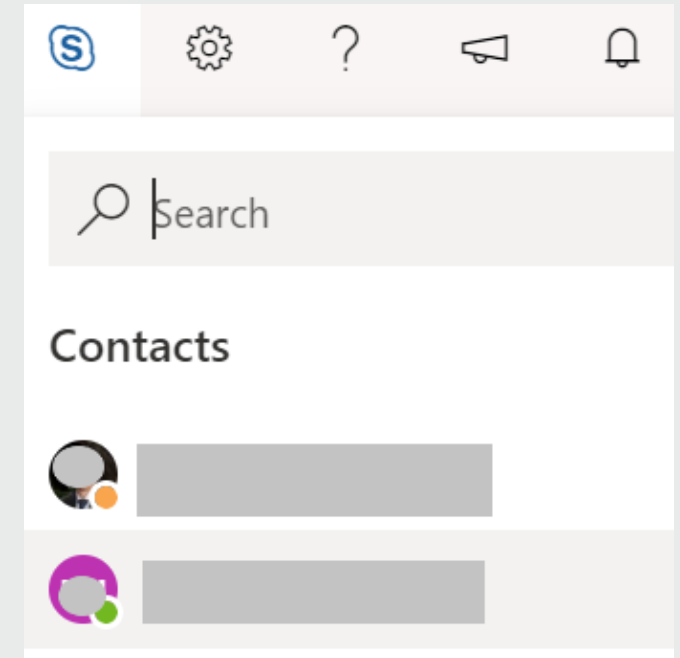


Skype for Business - Sending a Message

1. In your Contacts list, point to the contact you want to Instant Message (IM). If you want to IM with more than one contact, hold down the Ctrl key and click each contact name.
2. Click the IM button.
3. Type your message and press the Enter key on your keyboard.
4. You can use Skype to collaborate with one colleague or a group.
5. You can even share what is on your screen

Skype for Business - Online version

1. Access your Office 365 account via your web browser. **Make sure you are in the Outlook email app.**
2. Click on the Skype icon (shown on the right below) and search for the City employee you want to contact.



Confused or have questions?

Please find training videos and how- to manuals here:

<https://support.office.com/en-us/article/video-what-is-skype-for-business-3a21eca4-434d-41f1-ab06-3d4a268573b7>

A nighttime photograph of a city skyline, likely Long Beach, with various buildings and palm trees illuminated. The lights are reflected in a body of water in the foreground. A semi-transparent white banner is overlaid across the middle of the image.

Webex - video conferencing and screen sharing

How should I use Webex?

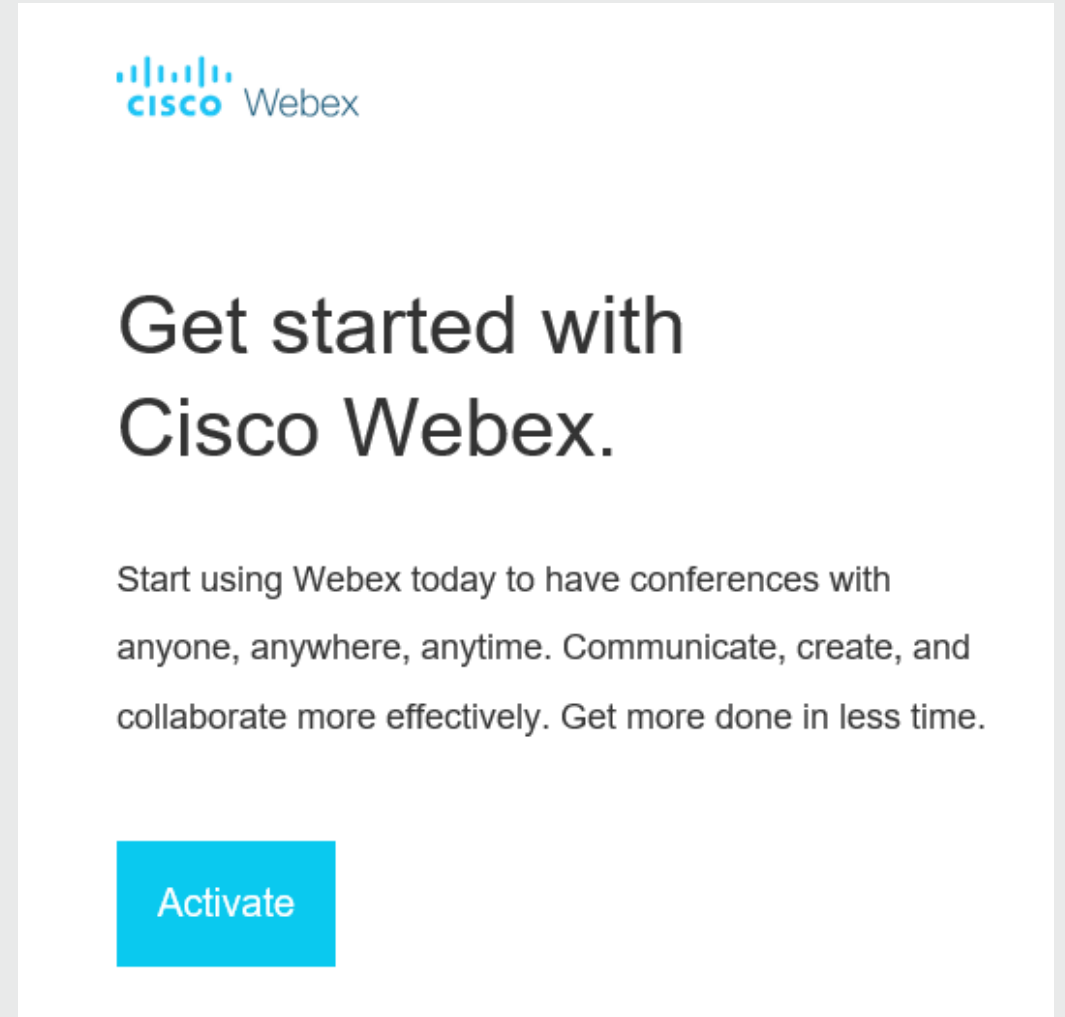
Maybe you've used Webex for conference calls at the City before, but this is different because now you will have access to your own personal room and you'll be able to schedule calls whenever you need!

Use Webex to:

- Schedule conference calls with videos.
- Share your screen during a conference call.
- Host webinars/large meetings of **up to 500 participants** with your individual account.

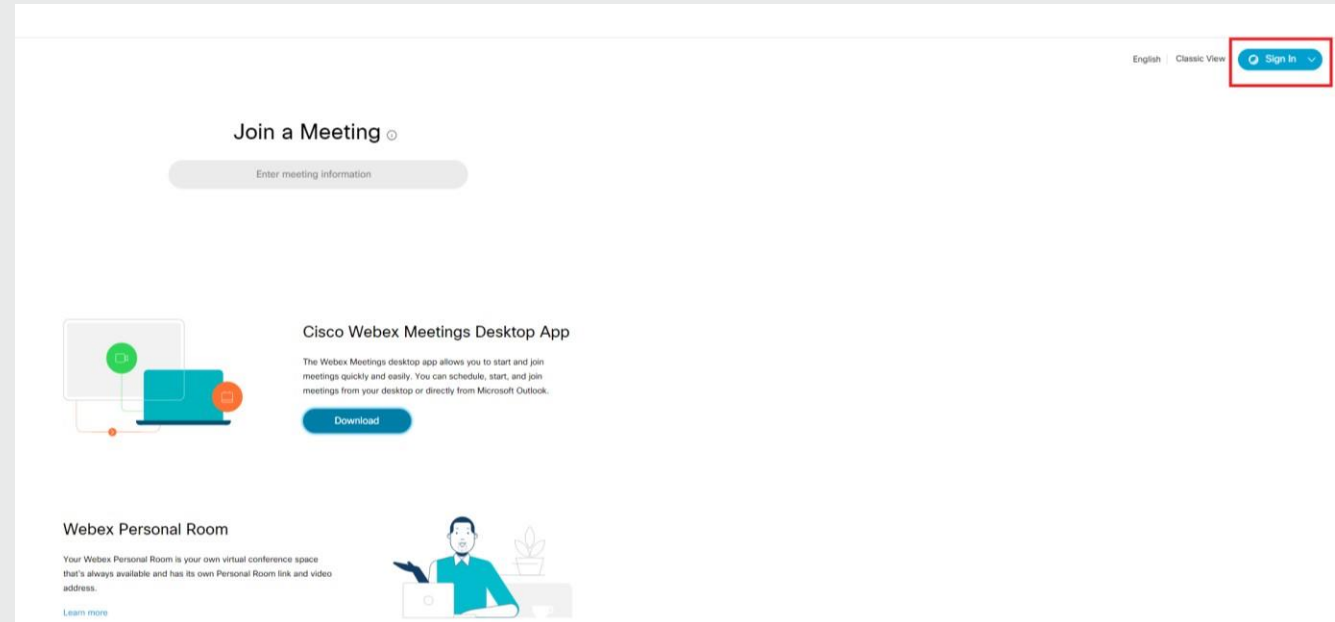
Webex - Accessing your Webex room for the first time

1. You should receive an email from Cisco with the subject line that says “City of Long Beach has invited you to Cisco Webex.”
2. While using your city computer, click on the Activate button.
3. Follow the steps on the screen to install the Webex application.



Webex - Accessing your Webex room for the first time (cont.)

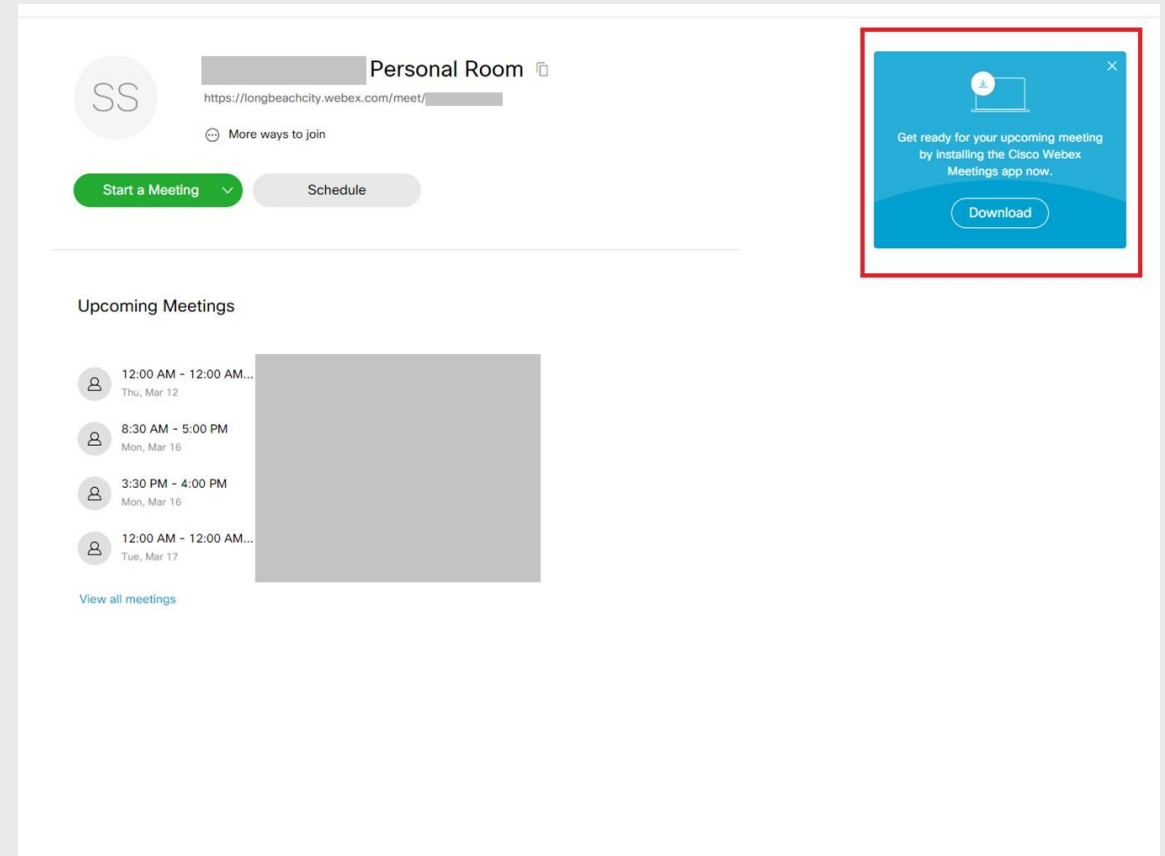
4. Create a password as prompted.
5. Once you're on the Webex page, select "Sign in."
6. You will be taken to your personal room.



Webex - Accessing your Webex room for the first time (cont.)

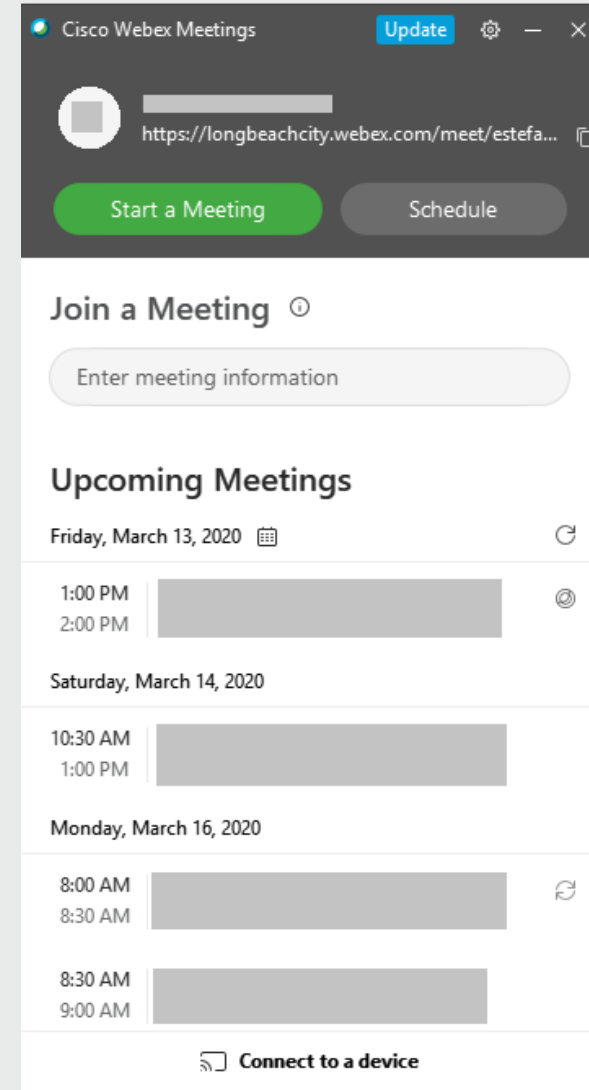
7. In your personal room, Download the Cisco Webex app on your work computer. (You will not need Administrator permission for this.)

Note: Do not download on your personal computer since this can only be installed once!



Webex - Accessing your Webex room for the first time (cont.)

8. Your desktop Webex app should show up on your computer's desktop.
9. From there, you can join and schedule meetings.



Confused or have questions?

Please find training videos and how-to manuals here:

<https://ebooks.cisco.com/story/webexessentials/page/1>

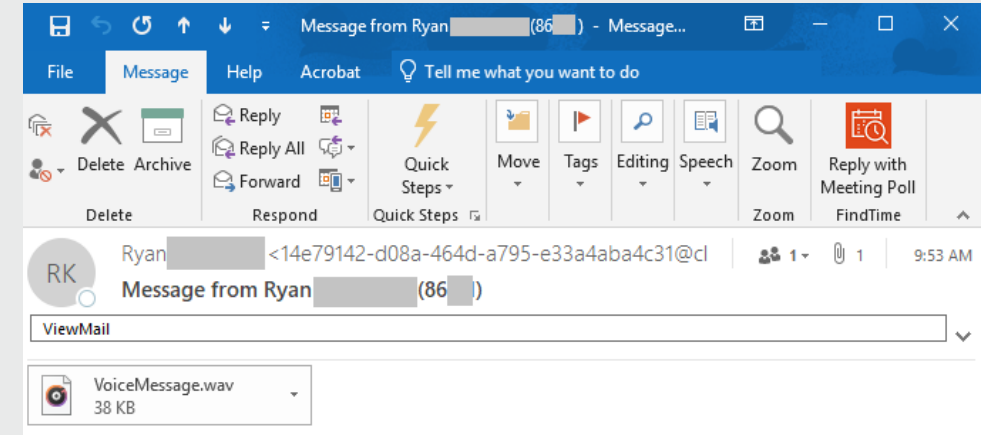
A nighttime photograph of the Long Beach skyline. The city lights, including several tall buildings and palm trees, are reflected in the calm water in the foreground. A semi-transparent white banner is overlaid across the middle of the image, containing the title text.

Cisco Unified Messaging

Cisco Unified Messaging - What is it?

Cisco's Unified Messaging lets you listen to your voicemails from your email!

- All staff with a Cisco voice mailbox and an Outlook email account can listen to their voicemails through either their phones or through their emails via an attached audio recording.
- You can click on the WAV file attached to the email to listen your voice mail messages from your computer, phone or tablet.



Cisco Unified Messaging - Advantages

Advantages to the new Cisco Unified Messaging feature:

- You will be able to listen to your messages from either your voice mail account or from your email.
- When you delete a voice mail message from either your phone or your email, **the voicemail message will be deleted from both systems at the same time.**
- You will be able to easily forward your voice mail messages as an email so you can respond to voicemails when you are away from your desk.
- You will be able to save the email voice message attachment to your computer.

Cisco Unified Messaging

Confused or need more help?

Please call the TID Help Desk at x. 8-6100

<https://support.office.com/office-training-center>

A nighttime photograph of a city skyline with various buildings and palm trees, their lights reflecting in a body of water. A semi-transparent white rectangle is overlaid on the left side of the image, containing the title text.

Network Access Tools

Network Access Tools

- The City has a couple tools available for network access, including NetMotion and Virtual Private Network (VPN).
- Due to cyber security vulnerabilities, network access is only available on City-issued devices and not personal devices.
- If you need to access applications that reside on the city's network, please work with your supervisor to request remote network access and/or access to a city issued laptop through a General Service Request in TIDSM.
- Note the City has a limited supply of laptops and these will need to be prioritized